



Children's System of Care (CSOC) Electronic Visit Verification (EVV) Provider Milestones

EVV provider milestones are steps each provider will complete for onboarding and meeting requirements for the 21st Century Cures Act.

As a prerequisite, please ensure you have completed the HHAeXchange provider **portal survey** in order to engage in milestone activities

Questionnaire Link:

<https://www.cognitofirms.com/HHAeXchange1/newjerseycsocproviderportalquestionnaire2>

CSOC EVV Milestone 1

1. Confirming members and authorizations are in the HHAx provider portal
2. Adding schedules in the HHAx provider portal
3. Adding agency providers in the HHAx provider portal
4. Adding rates for each service code in the HHAx provider portal

CSOC EVV Milestone 2

1. Confirming visits
2. Reviewing visits for accuracy, i.e., clock in and clock out details are completed, missed visits
3. Batching visits and creating invoice(s)
 - Please ensure rates are completed for all service codes.
4. Submitting invoice(s) for billing

CSOC Milestone 3 – EVV Best Practices

1. Assure all visits contain the six data requirements:
 - Type of service performed; Individual receiving the service; Date of the service; Location of service delivery; Individual providing the service; Time the service begins and ends.
2. Ensure authorizations are current. If the authorization is due to expire please be proactive and request an updated one.
3. Continue to utilize your current communication method with CSOC to discuss unique member/service related concerns, dcf.evvcSOC@dcf.nj.gov.
4. For any system related support reach out to njsupport@hhaexchange.com or by phone [866.245.8337](tel:866.245.8337).